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## Volume 2. Air Operator Certification and Fractional Ownership Application

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### CHAPTER 3. THE CERTIFICATION PROCESS - 14 CFR PART 135

#### SECTION 4. PHASE 4 - DEMONSTRATION AND INSPECTION

**269. GENERAL.** In this phase, the certification team determines that the applicant's proposed procedures and programs for training and directing personnel in the performance of their duties are effective. In this phase, the emphasis is on compliance with regulations and safe operating practices. As previously mentioned, certain segments of the document compliance phase often occur simultaneously with certain events in the demonstration and inspection phase. For example, inspectors may be observing pilot training at the applicant's facilities (demonstration and inspection phase) while other certification team members are approving and/or accepting maintenance manuals in the district office (document compliance phase).

**271. OBSERVATIONS AND MONITORING OF EVENTS.** Through observation and other forms of on-site evaluation during the demonstration and inspection phase, members of the certifying team observe and monitor many types of applicant activities. The manner in which the applicant is to be evaluated while conducting different segments of this phase is outlined in various sections of this handbook. Specific handbook references for each activity or event are referenced on the certification job aid. The following list of activities or events are representative of events that occur in the demonstration and inspection phase. This list is not all-inclusive, and certain items may not be applicable to a particular type of operator:

- Conduct of training programs including emergency drills and demonstrations (classroom, flight simulators, and aircraft training)
- Airmen testing and certification (airmen and crewmembers, as applicable)
- Station facilities (equipment, procedures, and personnel)
- Recordkeeping procedures (documentation of training, flight and duty times, and flight papers)

- Flight control (flight-following, or flight-locating capabilities)
- Approved maintenance program procedures
- Maintenance activities (facilities, personnel, technical information, and spare parts)
- Aircraft (conformity inspection and aircraft maintenance records)
- Minimum equipment lists (MEL) and configuration deviation lists (CDL) (compliance with FAA-approved operations manual/flight manual maintenance procedures, if applicable)
- Weight and balance control (if applicable) (procedures, accuracy, document control)
- Aircraft proving and validation tests (ability of applicant to operate independently, safely, and in compliance with the applicable regulations). See volume 3, chapter 9.

**273. DEMONSTRATION AND INSPECTION DEFICIENCIES.** If, at any time during the demonstration and inspection phase, the applicant does not meet the Schedule of Events, or the applicant's conduct of various activities (such as training, emergency evacuation) or certain items (such as MEL, recordkeeping procedures) proves to be deficient, appropriate corrective action must be taken. Required and recommended corrective measures for addressing specific types of deficiencies are in the appropriate subject matter discussions in other chapters of this handbook. The certification project manager (CPM) should schedule meetings with the applicant, as necessary, to review all deficiencies in detail. If appropriate, the CPM shall negotiate a new, modified schedule of events and reenter the demonstration and inspection phase or the document compliance phase, as appropriate.

**274. – 294. RESERVED.**

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**[PAGES 2-147 THROUGH 2-154 RESERVED]**